



"People
helping people
help
themselves"

Mitchell E. Daniels, Jr., Governor
State of Indiana

Indiana Family and Social Services Administration
402 W. WASHINGTON STREET, P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083

Anne Murphy, Secretary

February 5, 2009

This communication contains information regarding the First Steps Central Reimbursement Office transition from EDS to CSC Covansys. This document will also be available on the First Steps Website, under the link "What's New?", with the heading "CRO Transition Information". Please direct all questions to: FirstStepsWeb@fssa.in.gov. The next update will be sent no later than February 10, 2009.

*** Reminder: As of 5:00 pm EST on February 2, 2009, the Matrix website is available ONLY for searching and viewing. NO updates will be allowed until after the CRO transition is complete on February 16.**

Please do not use any forms (Enrollment, Credentialing, etc.) posted on the Matrix website, as they are currently out of date. New forms will be posted on the First Steps website in the upcoming week, under "What's New?". The new Personnel Guide is currently posted under this link.

*** Reminder: Web InterChange continues to be available as VIEW ONLY.**

● **Online Access Form for PAM:** Please print off and sign the Online Access Form. You only need to send in the first page with the signature; the other pages are just for your information. ***Each provider along with the administrator must sign to have access to authorizations and claims.*** This form must be received and processed by CSC by the February 16, 2009 live date. ***This form is not optional!*** The Online Access Form will be resent to providers along with this communication update.

● **Authorization Issues:** During the CRO conversion, some authorizations have been identified as having issues with either the payment or authorization numbers. While we are working diligently to correct these authorizations, there may be some authorizations that will not be loaded into the CSC Covansys system. The majority of these authorizations will be authorizations that are no longer active, where billing history may be viewed on Web InterChange. First Steps will make every attempt to contact those providers affected. If for any



reason you identify a missing authorization that is needed for service delivery or billing, you should contact your local SPOE office and the First Steps Web. When contacting the SPOE, please utilize your local SPOE policies for notifying them of an inaccurate or missing authorization.

- **PAM Orientation and Training:** The documentation will be sent in a separate email, much like the Online Access Form was sent.
- **Frequently Asked Questions (FAQ's):** This supplement was sent out February 2, 2009 and is available on the First Steps web under "What's New?"
- **CRO Contact Information:** Use the following address for mailing provider enrollment and credentialing applications—

Central Reimbursement Office
C/O CSC—Provider Enrollment
P.O. Box 29160
Shawnee Mission, KS 66201-9160
866-339-9595

This address is different than the address listed on the Online Access Enrollment Form. As stated on the updated email sent on 2/3/09, we have received clarification from CSC Covansys that **all** mail sent to CSC at both addresses is being received. If providers have already mailed in their Online Access Enrollment Form, they DO NOT need to send an additional copy, as mail received at either address provided will be processed.

(* Please note that provider files will not be received by CSC Covansys until late this week, therefore questions regarding the applications should be held until after February 16th.)

IMPORTANT DATES:

1/30/2009 – 2/15/2009	Transition Period – System shutdown
2/3/2009	Last payment made via EDS
2/16/2009	First date for activity with CSC Covansys; Service Matrix, PAM, Provider Enrollment processing, helpdesk/phone support
2/19/2009	First payment made via CSC Covansys

-- Providers: Please forward this (and previous) correspondence to individuals within your agency or group that might also benefit from this information, such as billing departments and directors.